







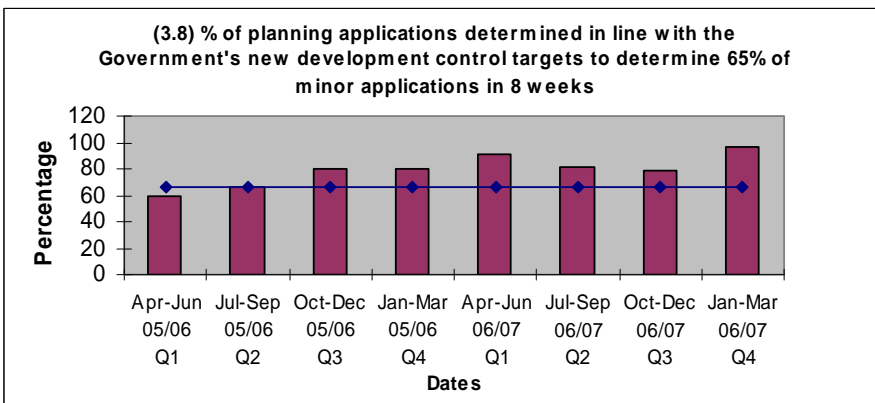




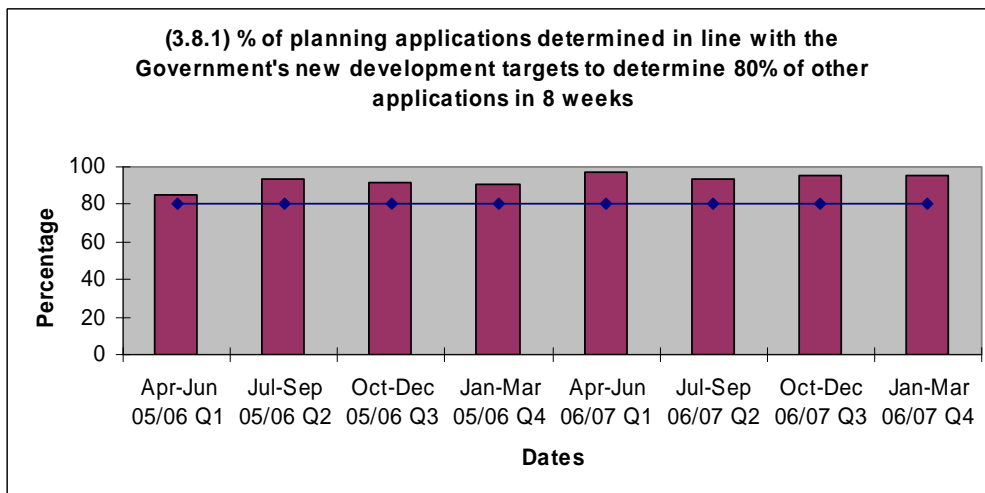
3.7.2 The green waste collection scheme has now been extended across the Borough and now over 4,200 households participate. The Leisure & Environment Committee is considering future arrangements for both refuse collection and recycling.

3.7.3 Banks for cardboard have been set up at 'bring' sites and the banks for plastic bottles are being very well used. Surrey County Council is shortly to embark on a series of improvements to its amenity sites and proposals have been agreed for the Lyne Lane, Lyne site, especially aimed at improving accessibility and the variety of materials that can be recycled. Elsewhere in the County, a pilot for collecting kitchen waste is underway.

**3.8 Determination of planning applications within 8 weeks.**



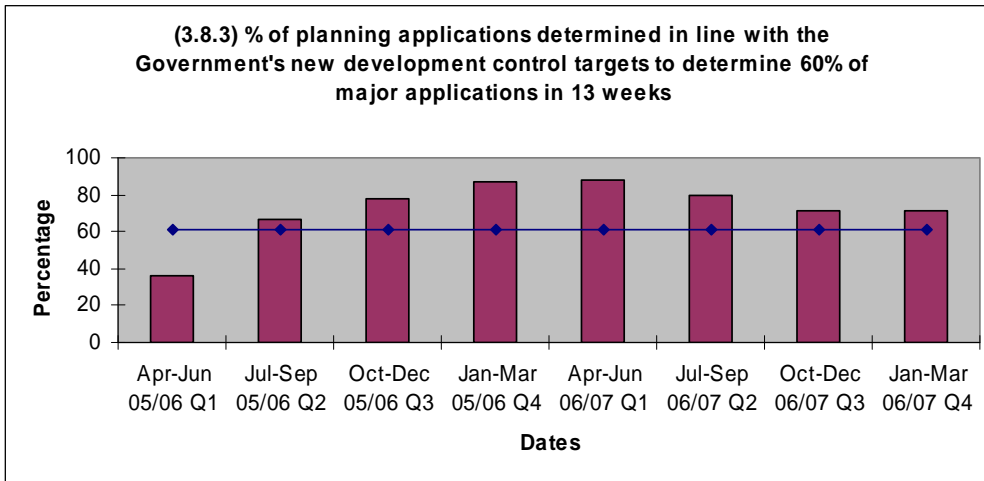
3.8.1 Targets have been met in this area.  
*No corrective action is needed*



3.8.2 Targets have been met in this area.

3.8.3 *No corrective action is needed*

### 3.8 Determination of planning applications within 13 weeks



3.9.1 Targets have been met in this area.

3.9.2 *No corrective action required*

### 3.10 Progress towards achieving 'decent homes' standard

3.10.1 The Council is required to ensure that all of its homes meet the Decent Homes Standard by 2010. In 2001/02 985 homes failed the standard. The number was reduced to 380 by 2004/05 and has been further reduced to 306 in 2005/06.

3.10.2 Amongst those remaining 306 homes that fail the standard are the units at Wapshott Road. A scheme for this site was delayed for a public inquiry but the Secretary of State announced on November 8 that consent was given to the application. Some further administrative steps are needed before a commencement date can be finally agreed. However, it is anticipated that work will start on phase one during this Spring.

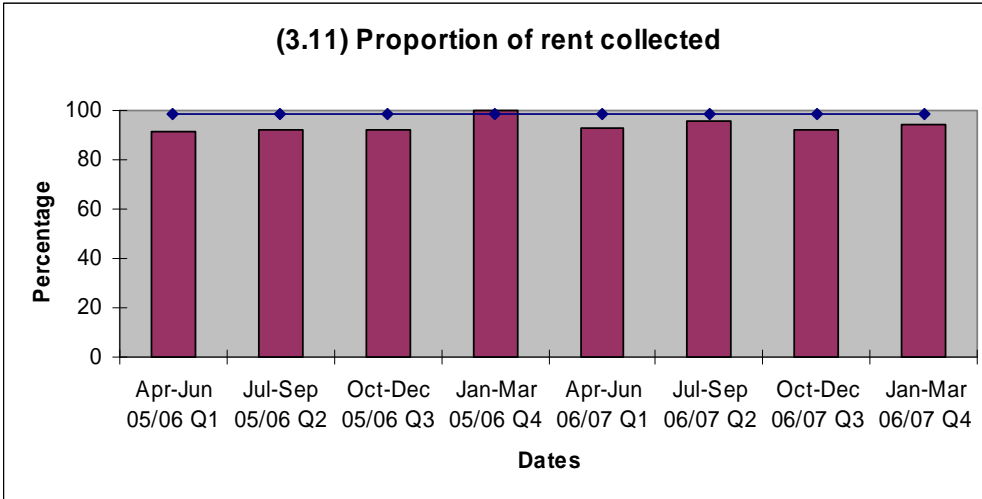
3.10.3 It should also be noted that schemes to upgrade electrical systems in some of the Councils other remaining non Decent Homes are progressing well and it is anticipated that as a result of this work, and some other planned maintenance schemes a further 111 units will comply with the Decent Homes Standard by April 2007.

3.10.4 Effective programme to achieve target.

3.10.5 *No corrective action required.*

### 3.11 Efficient landlord measures – Rent Collection

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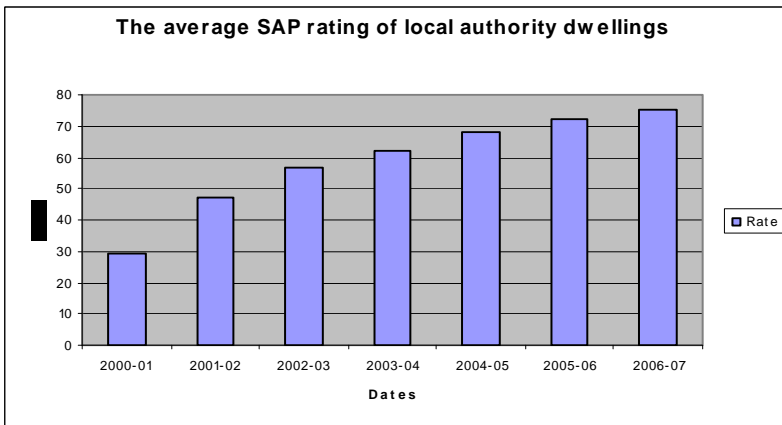


**3.11.1** The performance of 94.31% is below the 98.8% target. This is because all of the arrears outstanding at the end of the last financial year are added back into the rent debit when calculating this Performance Indicator for each quarter. This distorts the outturn in the early quarters of the year. However performance is good and on target.

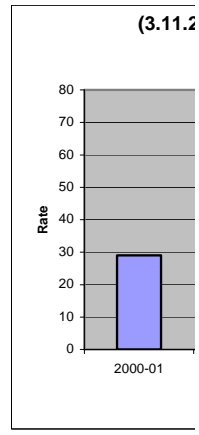
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### 3.11.2 Average SAP ratings

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**3.11.3** As a result of the program of insulation, provision and upgrading of central heating, the SAP rating for the stock has increased steadily year on year since 2000/01. Performance in 2006/07 was 75%. Targets have been set for further improvements in SAP ratings for the next 2/3 years. This indicator is also affected by the condition of the properties at Wapshott Road and will therefore improve once the development gets under way. It should be noted however, that the higher the average SAP rating gets the harder it becomes to increase it further, and consequently future increases will be unable to match the progress made during the earlier years.



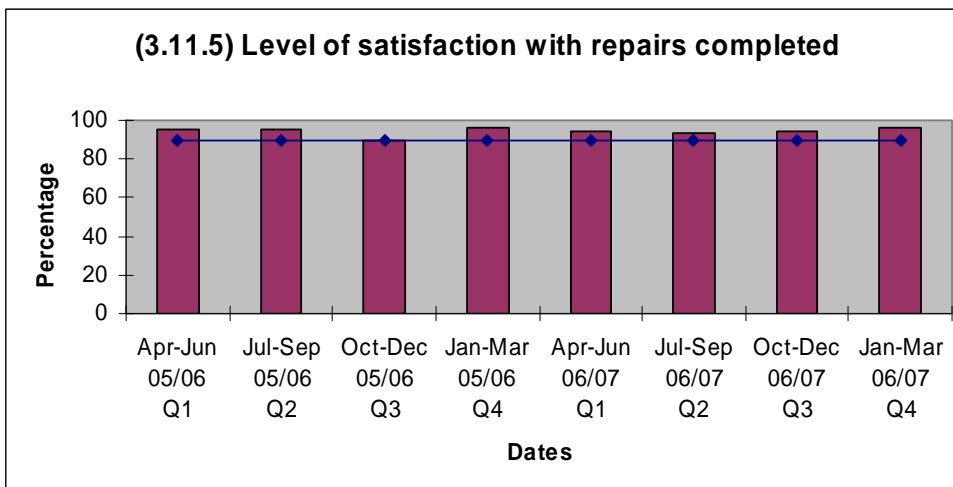
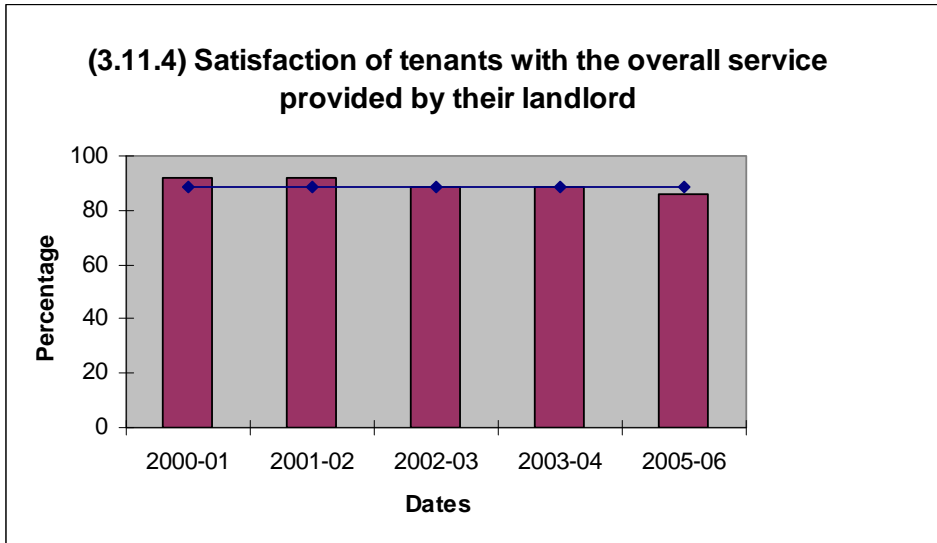
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### 3.11.4 Tenant satisfaction

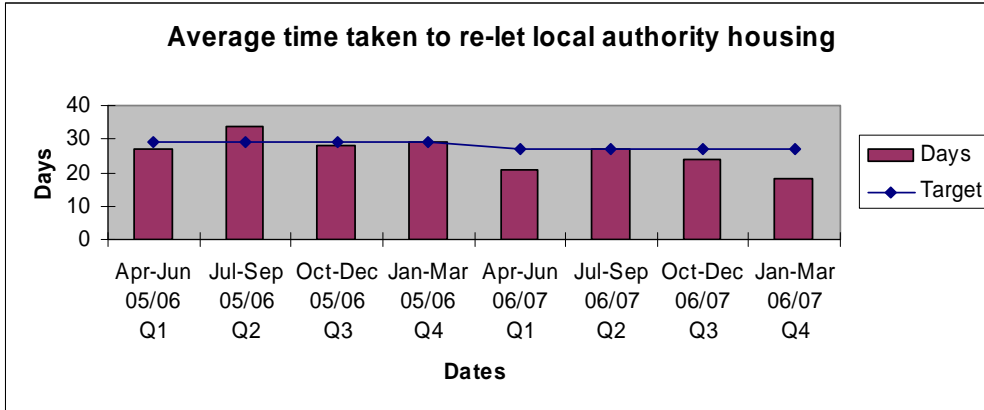
Overall satisfaction with the service remains high. A questionnaire is sent out every three years to establish satisfaction levels. The results from the most recent survey, dispatched in the autumn of 2006 have now been analysed and show a small drop overall to 86%. This is little disappointing as officers believe the service has

improved, with the completion of the central heating programme, two major redevelopment schemes at Roakes Avenue and Wapshott Road progressing, more money being spent improving the stock and generally an increase in levels of resident involvement.

No doubt expectations become higher as services improve, and this year residents were encouraged to respond to the survey with follow up reminders, which resulted in twice as many returns than previous years. It is possible that encouraging more residents to respond to the survey may have contributed to the slight drop in satisfaction recorded.



3.11.5 The figure for the third quarter is 96.67% and is above the 90% target.



3.11.6 The outturn for the third quarter of 2006/07 is 18 days and has exceeded the required target.

3.10.7 No corrective action is required at this stage in any of these areas..

4. Conclusions

4.1 As can be seen in the graphs and supporting information, the Council has set itself rigorous and improving targets which are very challenging and set a course to achieve consistent improvement in its service delivery.

**OFFICERS' RECOMMENDATION that-**

- i) **The Committee indicate whether it is content with the progress and where appropriate, the proposed corrective action.**

(TO RESOLVE) ▾

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- 3.5.1 In March 2005 and September 2005 the Committee approved proposals to achieve revenue reductions totalling £2.6 million.
- 3.5.2 At the meeting of the Committee on 29 June 2006 it was reported that revenue reductions totalling £1,352,000 had already been achieved in 2005/06 against this target. The 2006/07 Estimates provided for £1,893,000 to be achieved by 31 March 2007.
- 3.5.3 The 2007/08 Budget reported to the last meeting of the Committee included an updated statement showing the progress in achieving each of the savings targets. The total expected to be achieved by 31 March 2007 had been revised to £1,800,000 and this was included in the Probable Outturn. It was also anticipated that the savings from the original list that would ultimately be achieved would amount to £2,330,000 (£293,000 less than the original target). The main initiatives that are now thought unlikely to deliver the reductions originally expected are:-

	Original savings target £000	Savings expected £000	Difference £000
Community meals – increase in income	10	0	10
Addlestone Leisure Centre –revenue improvement	102	32	70
Recycling – increase in grant	30	0	30
Planning delivery grant	55	5	50
Borough Highways – staff restructuring	105	93	12
Car Parks – income from increased spaces	25	0	25
Corporate Properties – uplift in rents	85	55	30
Corporate Management – reduced provisions	20	7	13
Democratic Representation – reduced printing	3	0	3
Land charges - additional income	10	0	10
E-recruitment savings	15	0	15
Reduced provision for inflation	25	0	25
	<u>£ 485</u>	<u>£ 192</u>	<u>£ 293</u>